viii. Extracting gas from deep-seated and/or isolated coal deposit/lignite resources under the Underground Coal Gasification programme.

ix. Substitution of oil in the transport sector through use of alternative fuels such as Bio-diesel, Ethanol-blended Petrol, etc.

White paper on petro-prices

776. SHRI MOINUL HASSAN: Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) by when Government would come out with a white paper on the cost and profit factors of the price, the consumer is paying, in view of rising international prices of oil and Government's imposing duties on oil both indigenous and imported; and

(b) whether Government is taking the energy conservation seriously and ban future trading in crude oil forthwith?

THE MINISTER OF STATE IN THE MINISTRY OF PETROLEUM AND NATURAL GAS (SHRI DINSHA J. PATEL) : (a) There is no such proposal.

(b) The Government has taken several initiatives for promoting energy conservation in the country, which include:

(i) Promoting alternative fuels such as bio-fuels, hydrogen & fuel cells and development of electric and hybrid vehicles;

(ii) Subject to commercial viability, the Oil Marketing Companies (OMCs) are committed to selling 5% Ethanol blended Petrol as per Bureau of Indian Standard (BIS) specifications throughout the country except in North-Eastern States, Jammu & Kashmir, Andaman & Nicobar Islands and Lakshadweep w.e.f. 1.11.2006;

(iii) Government has also announced a Bio-diesel Policy, which provides for 20 Purchase Centres to be set up by OMCs all over the country for purchasing bio-diesel; and

(iv) A National Hydrogen Energy Board and National Hydrogen Energy Road Map have been set up which provides pathways for production, storage and use of Hydrogen Energy in the country upto the year 2020.

Ministry of Consumer Affairs, Food & Public Distribution has informed that there is no proposal for banning future trading in crude oil.

Harassment of LPG Consumer in Delhi

777. SHRI AMAR SINGH: Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) whether it is a fact that a number of LPG dealers in Delhi do not book cylinders before the expiry of 21 days of their earlier supply to them;

(b) if so, the reasons therefore;

(c) whether he is aware that a few LPG dealers like Assu Gas Company do not book cylinders on telephone and the consumers have to go to dealers for booking purpose only;

(d) if so, the reasons therefor; and

(e) what action is being taken against such dealers who are harassing consumers?

THE MINISTER OF STATE IN THE MINISTRY OF PETROLEUM AND NATURAL GAS (SHRI DINSHA J. PATEL): (a) and (b) No, Sir. Refill supplies of domestic LPG to the registered customers are being made through the LPG distributors appointed by the Public Sector Oil) Marketing Companies (OMCs) as per the genuine requirement of the customers.

(c) and (d) Indian Oil Corporation Limited (IOC) has reported that M/s. Ashu Gas Service accepts booking LPG refills on telephones. The distributorship has 4 telephone lines in the showroom for booking for LPG refills. These numbers are printed on the refill vouchers for easy information of the registered customers.

In order to have a more convenient, easy and effective way to enable the customer to register their complaints for redressal, OMCs *viz.*, IOC, Bharat Petroleum Corporation Limited (BPCL) and Hindustan Petroleum Corporation Limited (HPCL) have started the services of Toll Free Numbers for complaint registration through call centers *w.e.f.* 02.10.2008. The numbers of the OMCs for LPG are as under:-

IOC	18002333555
BPCL	1800222725
HPCL	18002333777

The scheme has been operationalised from 2nd October, 2008. At present, OMCs have 31 call centres to address complaints in all the regions and the centres have facility to receive complaints in the local language.

(e) Whenever OMCs receive complaints, these are investigated and if the complaint is established, suitable action is taken against the LPG distributor(s) in accordance with the provisions of the Marketing Discipline Guidelines (MDG).

Contractual labour employed by ONGC

778. SHRI PRAVEEN RASHTRAPAL: Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) whether his Ministry is aware about the provision of Contract Labour (Regulation and Abolition) Act, 1970 wherein a condition that "if workers employed on contract are doing the same kind of work as workers otherwise employed by the employer directly, then the wages, holidays, working hours and other conditions of work of the contract labour will be same as workers employed otherwise" has been laid; and

(b) whether his Ministry is aware that as far as the contractual labour which is approximately 11000 in the Oil and Natural Gas Corporation (ONGC) assets all over Gujarat, the above conditions are not fulfilled and the department is violating the provisions of Contract Labour (Regulation and Abolition) Act, 1970?